

propertymark

**Mr Adam Andrews MARLA**  
**Director,**  
**Vision Residential Limited t/a Vision**  
**Residential**

**Disciplinary Tribunal Decision**

**January 2024**

# Disciplinary Tribunal Decision

<b>Member:</b>	Mr Adam Andrews MARLA
<b>Position:</b>	Director
<b>Company/Employer:</b>	Vision Residential Limited t/a Vision Residential
<b>Address:</b>	40 Eaton Park Road, Palmers Green, London, NE13 4EL
<b>Complainant:</b>	Propertymark
<b>Reference:</b>	Y0002465
<b>Date:</b>	31 January 2024

## A. INTRODUCTION

A Disciplinary Tribunal of Propertymark Limited was convened on 31 January 2024 to consider the case against Mr Adam Andrews.

The panel members were Mr Richard Hair PPNAEA (Honoured) (Retd) (member panellist acting as the Chairperson for the Tribunal); Ms Jacqueline Stone FNAEA (member panellist); and Mr Clive Wood (lay panellist).

The presenting Case Officer for Propertymark was Mr Ali Haider.

Mr Andrews did not attend the Hearing.

Mr Raul Palmero and Mrs Vanesa Palmero, the complainants, attended the Hearing online via Zoom.

The Hearing took place in private and was recorded.

## B. ALLEGATIONS

The Tribunal considered the allegations set out in the case summary sent to Mr Andrews.

It was alleged that Mr Andrews had acted in contravention of the requirements of the following Propertymark Conduct and Membership Rules.

### **13. General duty to uphold high standards of ethical and professional behaviour**

#### **13.1. No member shall do any act (whether in business or otherwise) which:**

13.1.1. Involves dishonesty, deceitful behaviour, misrepresentation; and/or

13.1.2. Involves other unprofessional practice or practice that is unfair to members of the public; and/or

13.1.3. In any other way brings Propertymark or any of its divisions or subsidiaries into disrepute.

### **23. Continuing professional development (CPD) rules**

**23.1.** CPD is mandatory for all ARLA, ARLA Inventories, NAEA, NAEA Commercial and NAVA members except for Affiliate, Deferred, Retired grade members.

**23.2.** Members are required to undertake at least twelve hours' CPD activity per year. At least four of the twelve hours must be obtained by attendance at relevant educational events and up to eight hours by relevant private study (except for those studying for Propertymark Qualifications relevant to their specialism). All CPD should be relevant to the membership specialism and/or relevant to business needs.

**23.3.** The CPD year runs from 1 January to 31 December and the twelve hours should be submitted by 31 January of the following year, listing the learning outcomes.

**23.4.** CPD must be provided annually for membership to continue.

**23.5.** If members belong to more than one division, they are required to submit twelve hours' CPD for each division demonstrating a relevant learning outcome.

In the absence of Mr Andrews, Mr David Oliver, Propertymark Compliance Manager, entered a plea denying the alleged breaches of Rules 13 and 23.

After consideration of the evidence presented and submissions by the parties, the Tribunal announced the following findings:

### **C. DECISION**

Rule 13 - Proven

Rule 23 - Proven

### **D. SANCTIONS**

Rule 13 - £750

Rule 23 - £250

In addition, the costs of this Hearing of £454 were imposed against Mr Andrews in favour of Propertymark.

## E. PUBLICATION

The outcome of the case fell within the Propertymark publication policy.

## F. CLOSING STATEMENT

“This case has raised a number of issues with regard to our member’s duty to uphold high standards of professional behaviour. We note that an apology has been offered to the complainants, with an acceptance that lessons had been learned. However, the Tribunal noted many failings, including lack of clarity with regard to terms of instruction, failure to provide a complaints procedure and serious invoice irregularities. We also note a complete lack of continuing professional development”.